

Metro C Incident Report May 2012

As of 6/14/2012

Metro C Desktop Support

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
		Low	FCR Total
Metro C Desktop Support	Chad D Fowers	43 24	43 24
	Ed Radke	22 2	22 2
	Ken Knobel	3 0	3 0
	Tammy Black	41 16	41 16
	Troy Buchanan	68 13	68 13
	Assigned to Individual Total	177 55	177 55
Assigned Group Total		177 55	177 55

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
		Low	MIR Total
Metro C Desktop Support	Chad D Fowers	43 6	43 6
	Ed Radke	22 4	22 4
	Ken Knobel	3 0	3 0
	Tammy Black	41 3	41 3
	Troy Buchanan	68 3	68 3
	Assigned to Individual Total	177 16	177 16
Assigned Group Total		177 16	177 16

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
		Low	ATTIR Total
Metro C Desktop Support	Chad D Fowers	43 0.47	43 0.47
	Ed Radke	22 0.57	22 0.57
	Ken Knobel	3 0.64	3 0.64
	Tammy Black	41 0.23	41 0.23
	Troy Buchanan	68 0.14	68 0.14
	Assigned to Individual Total	177 0.30	177 0.30
Assigned Group Total		177 0.30	177 0.30

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
		Low	MR Total
Metro C Desktop Support	Chad D Fowers	43 5	43 5
	Ed Radke	22 5	22 5
	Ken Knobel	3 0	3 0
	Tammy Black	41 0	41 0
	Troy Buchanan	68 2	68 2
	Assigned to Individual Total	177 12	177 12
Assigned Group Total		177 12	177 12

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
		Low	ATTR Total
Metro C Desktop Support	Chad D Fowers	43 1.56	43 1.56
	Ed Radke	22 6.93	22 6.93
	Ken Knobel	3 1.52	3 1.52
	Tammy Black	41 0.67	41 0.67
	Troy Buchanan	68 1.23	68 1.23
	Assigned to Individual Total	177 1.90	177 1.90
Assigned Group Total		177 1.90	177 1.90

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Detail

INC000000501258	James Redmond	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	83.41
INC000000506122	Austin Farey	Network	Virus	None		TIR Missed: No	0.51
	Metro C Desktop Support	Ken Knobel	Technology Services	Low	Closed	TTR Missed: No	1.97
INC000000506122	Austin Farey	Network	Virus	None		TIR Missed: No	0.82
	Metro C Desktop Support	Ken Knobel	Technology Services	Low	Closed	TTR Missed: No	1.97
INC000000507336	Jeffery Summers	Application	None	None		TIR Missed: No	0.68
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.68
INC000000507424	Christopher Kishiyama	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.39
INC000000507493	Daniel Sparks	PC/Laptop	Error	None		TIR Missed: No	0.36
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	4.23
INC000000507563	Jeff Woodall	Application	Password	VMware Workstation		TIR Missed: No	0.23
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.30
INC000000507969	David Curtis	Application	Password	None		TIR Missed: No	0.21
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.23
INC000000508046	Brent D. Powell	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Non-state	Low	Closed	TTR Missed: No	0.06
INC000000508048	Neil Bauer	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Technology Services	Low	Closed	TTR Missed: No	0.11
INC000000508138	Corrin Gibbons	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.70
INC000000508311	Warren Findley	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.17
INC000000508323	Ken Keller	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000508338	Felicia Lagarce	None	None	None		TIR Missed: Yes	1.45
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	3.69
INC000000508404	Julie VanDenBerghe	Network	None	None		TIR Missed: No	0.47
	Metro C Desktop Support	Ed Radke	Non-state	Low	Closed	TTR Missed: Yes	7.16
INC000000508559	Daniel Sparks	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.26
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	5.65

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INC000000508735	Jerry Roybal	Network	Incident	None		TIR Missed: No	0.27
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.30
INC000000508776	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508779	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508780	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508782	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508783	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508787	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508788	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508790	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508791	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508792	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000508794	Chad Fowers	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.00
INC000000509020	Darin Vanleeuwen	Application	None	ZENworks for Desktops		TIR Missed: No	0.18
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.18
INC000000509077	Nathan Barrons	Network	Error	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	3.39
INC000000509692	Branwen Miller	EIS Hardware	Printer	None		TIR Missed: No	0.29
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.29
INC000000509767	Phillip Stireman	None	None	None		TIR Missed: No	0.60
	Metro C Desktop Support	Ken Knobel	Technology Services	Low	Closed	TTR Missed: No	0.60
INC000000509815	Cami Ford	None	None	None		TIR Missed: No	0.29
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.29

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INC000000509849	Nathan Barrons	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.16
INC000000510111	Ken Shelton	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510268	Wilma Ashley	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.67
INC000000510272	Wilma Ashley	Application	SSL Certificate	Operations Management Syster		TIR Missed: No	0.09
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.64
INC000000510359	David Worthington	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.04
INC000000510426	David M Burton	Application	Password	None		TIR Missed: No	0.59
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.91
INC000000510810	Karman Hinckley	PC/Laptop	None	None		TIR Missed: No	0.19
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.45
INC000000510940	Robert Nolen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000510952	Edward Rossi	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: Yes	6.57
INC000000510958	George H Eddleman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.69
INC000000510965	Doug Robinson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	0.67
INC000000511016	Elizabeth Lewis	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000511176	Geraldine Schmidt	None	None	None		TIR Missed: Yes	1.29
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.29
INC000000511236	Sherry Bailey	None	None	None		TIR Missed: No	0.64
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.64
INC000000511446	Jason Loertscher	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.15
INC000000511474	David A Jensen	None	None	Jail Executive Management Sys		TIR Missed: No	0.56
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.56
INC000000511493	Paul Gustin	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Technology Services	Low	Closed	TTR Missed: No	0.20

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INC000000511637	Leonard K Dunn	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.27
INC000000511668	Renee S Springman	Application	Error	None		TIR Missed: No	0.14
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.14
INC000000511811	Darrell Meier	PC/Laptop	Error	None		TIR Missed: Yes	1.22
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.42
INC000000512276	Debra James	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	2.60
INC000000512298	Jeff Woodall	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.24
INC000000512343	Marvin Anderson	Network	None	None		TIR Missed: No	0.07
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.76
INC000000512376	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.08
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	1.32
INC000000512955	Lori Wagner	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.12
INC000000512964	Terry Dowe	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.03
INC000000513010	Susan Delong	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.60
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.24
INC000000513160	Rodney Wirthlin	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.03
INC000000513180	Melissa Little	PC/Laptop	None	None		TIR Missed: No	0.03
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: Yes	11.99
INC000000513351	Austin J Smith	PC/Laptop	Performance	None		TIR Missed: No	0.64
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.20
INC000000513660	Austin J Smith	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.13
INC000000513662	Dave Philpot	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000513725	Brad Chandler	Application	Password	Microsoft Windows 7		TIR Missed: No	0.54
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	2.68
INC000000513815	Shana Rooks	PC/Laptop	Performance	None		TIR Missed: Yes	1.84
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	5.50

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INC000000514133	Dorothy Carsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000514356	David Nelson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.00
INC000000514395	David L Hardy	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	4.52
INC000000514466	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	1.18
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	1.18
INC000000514476	Denise Guerrero	Application	Error	Microsoft Windows 7		TIR Missed: No	0.14
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.50
INC000000514609	Jeff Woodall	Network	Incident	None		TIR Missed: Yes	1.79
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.79
INC000000514831	Robert Feland III	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000514953	Dan Martinez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000514968	Tolly Ivie	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	5.89
INC000000515010	Tatiana Karaivanova	PC/Laptop	Hardware	None		TIR Missed: No	0.35
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.35
INC000000515040	Jennifer Stansfield	Application	Error	Microsoft Windows 7		TIR Missed: No	0.76
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.76
INC000000515633	Jeff Woodall	Network	Incident	None		TIR Missed: Yes	1.60
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: Yes	7.65
INC000000515675	Carolyn Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	1.95
INC000000515700	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	1.61
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	1.61
INC000000515812	Branwen Miller	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515813	Wendy Horlacher	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000515866	Darren Burdette	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000515912	Melanie Hansen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Health	Low	Closed	TTR Missed: No	0.00
INC000000515915	Melanie Hansen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Health	Low	Closed	TTR Missed: No	0.00
INC000000516396	Jason Behunin	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516592	Daniel Drew	Network	None	None		TIR Missed: No	0.41
	Metro C Desktop Support	Ed Radke	Non-state	Low	Closed	TTR Missed: Yes	10.27
INC000000516660	Betty Jo Tripp	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000516788	Shirley Taylor	None	None	Microsoft Windows 7		TIR Missed: No	0.27
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.49
INC000000516790	Sonjia Cardwell	PC/Laptop	None	None		TIR Missed: No	0.29
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	8.21
INC000000516808	Dorothy Carsey	Network	None	None		TIR Missed: No	0.07
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	1.53
INC000000517049	Melissa Little	None	None	None		TIR Missed: Yes	3.12
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: Yes	10.05
INC000000517070	Debra James	None	None	None		TIR Missed: Yes	2.82
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	9.74
INC000000517185	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517186	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517187	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517188	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517189	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517190	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517191	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00

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INC000000517194	Ryan Woodmansee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.63
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: Yes	10.19
INC000000517206	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517392	Lance Edwards	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.50
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.53
INC000000517449	Dawn Hill	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Non-state	Low	Closed	TTR Missed: No	0.00
INC000000518181	Annette Hansen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.80
INC000000518185	Melissa Walker	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.05
INC000000518198	Christy Van Buskirk	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000518216	Blitch Shuman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	
INC000000518436	Will S Carlson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000518437	Josh Hensley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	3.60
INC000000518438	Melanie Irvine	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	3.62
INC000000518440	David L Hardy	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	3.66
INC000000518830	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	4.31
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	4.31
INC000000518878	Bryan Embley	PC/Laptop	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	0.02
INC000000518929	Bryce Degiulio	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519205	David Hanna	PC/Laptop	None	None		TIR Missed: No	0.27
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	4.35
INC000000519263	Jason Manwaring	Network	None	None		TIR Missed: No	0.21
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.25

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INC000000519286	Dave Franchina	PC/Laptop	Performance	None		TIR Missed: No	0.55
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.55
INC000000519347	Jason Manwaring	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.29
INC000000519617	Joshua Randall	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.26
INC000000519625	Will S Carlson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.12
INC000000519628	Andrea Wilmot	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.38
INC000000519649	Shannon Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519651	Sharon Daurelle	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519812	Jerry Jensen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000519865	James Pummel	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.48
INC000000519870	Marilyn Steadman	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.43
INC000000519872	Preston Ley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.42
INC000000519875	Scott Nielson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.42
INC000000519879	Chris Koehler	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.53
INC000000519880	Shauna Haws	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.51
INC000000519887	Matt Schrier	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.45
INC000000520073	Debbie Parenzin	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000520229	Raymond Williams Jr	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.37

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INC000000520308	Cindy Walker	PC/Laptop	Performance	None		TIR Missed: No	0.14
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.57
INC000000520512	Cindy Walker	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.17
INC000000520565	Donna Fox	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.11
INC000000520738	Kerry Hedin	PC/Laptop	None	None		TIR Missed: No	0.28
	Metro C Desktop Support	Chad D Fowers	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000520918	Jason Simmons	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000520989	Charles Mason	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.83
INC000000520998	Dustin Hardcastle	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.74
INC000000521000	Carl Muniz	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.73
INC000000521130	Darin Vanleeuwen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521150	Russ Armstrong	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.20
INC000000521176	Kiley Willis	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000521184	Warren Findley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.54
INC000000521186	Keith Crumpton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.50
INC000000521190	Kris Bruington	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.46
INC000000521196	Davis Oatway	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.31
INC000000521202	Darren Oloughlin	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.27
INC000000521382	Nathan Griffiths	Network	None	None		TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	2.16

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INC000000521461	John Christensen	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	2.71
INC000000521673	Kevin Alexander	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000521677	John Crawley	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.28
INC000000521954	London Stromberg	PC/Laptop	Hardware	None		TIR Missed: Yes	4.84
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	4.84
INC000000522331	John Crawley	PC/Laptop	None	None		TIR Missed: No	0.30
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.30
INC000000522435	Gary C Jensen	Network	None	None		TIR Missed: No	0.45
	Metro C Desktop Support	Chad D Fowers	Technology Services	Low	Closed	TTR Missed: No	0.45
INC000000522529	Jacob Wolsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.70
INC000000522661	Neil Andersen	PC/Laptop	None	None		TIR Missed: Yes	2.18
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: Yes	6.64
INC000000522699	John Crawley	PC/Laptop	Performance	None		TIR Missed: Yes	1.67
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	4.21
INC000000522860	Jessie Harris	PC/Laptop	None	None		TIR Missed: No	0.29
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	0.29
INC000000523146	Thomas Judkins	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523166	Daniel Peterson	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523236	Jane Davis	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523468	Bill Tuttle	Application	Error	Internet Explorer		TIR Missed: No	0.98
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	3.47
INC000000523555	Ed Conley	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.79
	Metro C Desktop Support	Troy Buchanan	Human Services	Low	Closed	TTR Missed: No	1.47
INC000000523656	Geraldine Schmidt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.44
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	5.37
INC000000523720	Jason Behunin	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00

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INC000000523725	Jennifer Payne	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000523760	Misty Barry	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.32
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	6.36
INC000000523782	Antoinette Aiono	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.01
INC000000523816	Andrea Wilmot	Application	Password	None		TIR Missed: Yes	1.31
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.33
INC000000523828	Jacob Wolsey	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.30
INC000000523892	Shannon Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	2.20
INC000000523962	Andrea Wilmot	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.41
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	1.41
INC000000524467	John Crawley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.13